



1. PURPOSE

The Emergency Preparation and Response Standard outlines the requirements to ensure Tauranga City Council locations and assets have undertaken emergency planning and have an effective and active emergency management plan in place.

2. SCOPE

This standard applies to all Tauranga City Council (TCC) owned, tenanted and multi-use buildings and sites particularly where workers, contractors, the public and visitors carry out work for TCC.

Civil Defence operations in the community are not included in the scope of this standard.

3. DEFINITIONS

FENZ	Fire and Emergency New Zealand
Emergency	An emergency is any situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate action.
Evacuation	The organised, phased, and supervised withdrawal, dispersal, or removal of workers from dangerous or potentially dangerous areas, including those people who may require assistance.
Emergency Response	An emergency response is an immediate, systematic response to an unexpected or dangerous occurrence. The goal is to mitigate the impact of the event on people, property, and the environment
Emergency Response Plan (ERP)	An emergency response plan is a written procedure outlining what to do in an emergency
Building Warrant of Fitness (BWof)	A statement signed by the building owner (or owners' agent), stating that the requirements of the building's compliance schedule have been fully complied with in the previous 12 months.

Person who requires particular assistance

A person:

- with a physical, intellectual, or mental health related disability and/or;
- who is unable to perceive or understand a fire alarm and/or;
- who is unable to leave the building in the event of an emergency through the fire escape without assistance.

4. KEY RESPONSIBILITIES

Building owner

- Provide the evacuation procedure/fire scheme
 - Arrange for 6 monthly trial evacuations
 - Maintain an up to date BWoF
 - Erect clear, distinct, and legible signs and notices at appropriate places in the building, including but not limited to: fire exits, fire alarms, and firefighting equipment
 - Maintain the means of escape from fire for the building
 - Ensure flammable liquid or material is appropriately stored
 - For certain buildings, train employees to assist occupants to evacuate
 - Maintain hand-operated firefighting equipment
- The allocation of these responsibilities across Council is further specified in Section 5 of this document.

Tenant

- Maintain the means of escape from fire for the building
 - Ensure flammable liquid or material is appropriately stored
 - For certain buildings, train employees to assist occupants to evacuate
- The allocation of these responsibilities across Council is further specified in Section 5 of this document.

People Leaders

- Be fully conversant with the requirements of this Standard.

EMERGENCY PREPARATION & RESPONSE STANDARD



	<ul style="list-style-type: none"> Ensure all employees and contractors under your leadership are aware of their responsibilities and duties under the ERP.
Evacuation Wardens	<ul style="list-style-type: none"> Evacuate the building under requirements of the ERP
First Aider	<ul style="list-style-type: none"> Provide first aid to injured persons Ensure a good understanding of the TCC First Aid guideline
Worker	<ul style="list-style-type: none"> Comply with the Emergency Preparation and Response Standard and associated ERP
Health, Safety and Wellbeing Manager	<ul style="list-style-type: none"> Ensure this Standard is maintained and available to all who require knowledge of the standard. Monitor and measure compliance to this Standard through auditing. Report on the findings of audits through the appropriate management functions Ensure training processes exist to support successful implementation of this standard
Health, Safety and Wellbeing Team:	<ul style="list-style-type: none"> Support Site managers with Emergency Management Plans Provide advice, assistance and coaching as required in relation to work related to emergency reporting, recording and investigation

5. SPECIFIC RESPONSIBILITIES

5.1. Sites Owned by TCC

Facilities Team	<ul style="list-style-type: none"> Maintain the evacuation procedure/fire scheme lodged with FENZ Provide the evacuation procedure/fire scheme to Site Manager/s Arrange for 6 monthly trial evacuations Maintain BWoF Maintain signage (fire exits, fire alarms, etc) Oversee the means of escape from fire is maintained Maintain hand-operated firefighting equipment
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Leasing team	<ul style="list-style-type: none"> Provide evacuation procedure/fire scheme to any non-TCC tenants Liaison point for any non-TCC tenants
Site Manager/s	<ul style="list-style-type: none"> Develop and circulate the ERP, including evacuation/fire warden system Coordinate or manage administrative functions including debrief notes Maintain emergency site maps Maintain the means of escape from fire Train employees to assist with the evacuation of members of the public as required by the ERP (Public sites only). Maintaining a record of trail evacuations s 7(2)(a) - Privacy

5.2. Sites Leased by TCC (Tenant)

Leasing Team	<ul style="list-style-type: none"> Liaison point for landlord, including compliance issues and maintenance requirements Obtain evacuation procedure/fire scheme from landlord and provide to Site Manager/s
Facilities	<ul style="list-style-type: none"> Maintain the emergency evacuation routes, automatic doors, BWoF tasks relating to emergency management and signage
Site Manager/s	<ul style="list-style-type: none"> Develop and circulate the ERP, including evacuation/fire warden system Maintain emergency site maps Maintain the means of escape from fire Coordinate or manage administrative functions including debrief notes s 7(2)(a) - Privacy Train employees to assist with the evacuation of members of the public as required by the ERP (Public sites only).

6. EMERGENCY RESPONSE PLANNING AND PREPARATION

Emergency response planning and preparation must be undertaken for each location or asset and be appropriate to the activities undertaken at that location.

There are 2 types of TCC locations, and the requirements are slightly different for each

- Leased
- Owned

6.1. Site Manager Allocation

Where sites do not have a single dedicated Site Manager, the senior person of each division on site will work together in the Site Manager role.

For 90 Devonport Road, due to the number of divisions within this building, an ERP working group is in lieu of a site manager.

The group will meet within two weeks of the 6 monthly evacuation drill with the following attendees or delegate of below

- HSW Manager
- Principal facilities maintenance
- Business continuity team leader
- Emergency management team leader
- Manager property services
- Chief Building warden

6.2. Evacuation Scheme

An evacuation scheme is required for buildings where:

- 10 or more people are employed
- the building can hold more than 100 people

- accommodation is provided for six or more people (this excludes individual homes) e.g., Mt Holiday Park
- hazardous substances are stored

6.3. Emergency Response Plan

Each location will develop a site-specific emergency response plan (ERP). These include the specific actions to be taken should an emergency occur. It is the responsibility of the Site Manager to ensure these are developed, maintained, and reviewed annually or post incident. The HSW Business Partner will provide guidance and assistance if required.

The ERP will consider the various scenarios that may cause an emergency event (including natural disaster). While often similar, each scenario should have a documented response.

Scenarios that might be considered applicable in the area are as follows:

- Natural Disasters
- Medical Emergency
- Security/robbery
- Activation of emergency / duress alarms
- Fire
- Suspicious Object / Bomb Threats
- Lockdown response
- Power outage response

Incident management / escalation process to be included in all ERP's

Ensure persons who may require particular assistance, are included in your emergency response plans.

Guidelines, contact information and procedures for how information will be shared, during all phases of an unexpected occurrence that requires immediate action, will be included in the individual Emergency Response Plans.

Access to the ERP, or a summary of key elements of emergency plans, should be readily accessible by workers or on display in the workplace, for example on a notice board.

Use the Emergency Response Plan Template for creating the plan.

6.4. Emergency Site Map

Emergency Site Maps must be displayed at key locations across the site which indicate the emergency response information, including (where practicable):

- Emergency response equipment.
- Fire suppression equipment.
- Spill kits and other environmental protection equipment.
- First aid kits.
- Emergency shutdown points.
- Emergency Communications.
- Defibrillators
- Alarm activation points
- Evacuation routes
- Assembly points
- Exit locations.

6.5. Lockdown

It may be necessary for TCC to lock doors in the event of a threatening incident and/or emergency.

- Examples of incidents may include:
 - During or after a robbery
 - Incidents of threatening behaviour
 - A Natural Disaster / Emergency
 - A lockdown would be initiated by either the Police, Senior leader or the Site Manager when it is safer to remain in a secured building than to be evacuated from the facility.

The lockdown guideline [s 7\(2\)\(a\) - Privacy](#) provides further guidance on the TCC lockdown process.

6.6. Building Warrant of Fitness (BWoF)

All BWoF requirements are met to ensure that the specified systems in the building, crucial to the safety and health of the building and those who use it, are maintained, inspected, and reported on. This provides confidence to occupants, customers, and visitors about the building's safety systems.

7. HAZARDOUS SUBSTANCES

If you deal with large quantities of hazardous substances, you should be managing the risks on your site to avoid an emergency and have/do the following:

- a written emergency response plan (ERP).
- be tested at least every 12 months (or within three months if there is a change to your plan).

It is important to manage the risks associated with hazardous substances and to review what you have in place to keep people healthy and safe. Eliminate risks if reasonably practicable and minimise risk where elimination is not possible.

Refer to <https://hazardoussubstances.govt.nz/> for guidance on the safe management of hazardous substances.

Your ERP must:

- address all 'reasonably foreseeable' emergencies and be readily available for emergency services
- specify how to obtain information about the hazardous properties of the substances that may be involved
- state any special training needed to deal with an emergency involving each substance
- include the inventory of hazardous substances present at the workplace.
- include a site plan showing all the hazardous substances locations in the workplace

- specify the purpose and location of each item of equipment or facility to be used to manage the emergency
- identify the people involved in the emergency response, the skills they need and the actions they are expected to take

Hazardous Substances are one of TCC 13 identified critical risks, see the Critical Risk Guideline [s 7\(2\)\(a\) - Privacy](#) and Hazardous Substances Controls [s 7\(2\)\(a\) - Privacy](#) for more information.

8. EMERGENCY EQUIPMENT

Emergency equipment should be easily accessible and within a reasonable distance from the source of hazard. The equipment must be maintained, and workers trained in its use as applicable. Signage directing people to the equipment should be in place where appropriate.

The following should be considered depending on the type of site and what is held onsite:

- Firefighting equipment
- First Aid boxes
- Defibrillators
- Drench showers and eyebaths where workers are at risk of being in contact with hazardous substances (particularly corrosive substances such as acids).
- Spill control equipment
- Civil defence kit
- Panic alarms

9. FIRST AID

TCC controlled sites should consider their first aid equipment and training requirements according to risk and location.

There should be appropriate facilities and competent workers for first aid treatment specific to the site.

First Aid kit supplies must be maintained and inspected to ensure expiration dates have not been exceeded and that adequate stocks are available.

Further information can be found in the first aid guideline [s 7\(2\)\(a\) - Privacy](#)

10. EVACUATION WARDENS

10.1. Chief Warden

A Chief Warden is appointed by the building owner.

During an evacuation, the Chief Warden represents Fire and Emergency New Zealand (FENZ) until their arrival and has authority over occupants of the building.

The primary role of the Chief Warden is to act as the lead point of contact for all Wardens and the liaison with the fire service once they arrive onsite.

They manage all operations so that occupants exit an emergency safely and act as the final decision maker.

10.2. Deputy Chief Warden

The Deputy Warden is a key role, acting as insurance that there is always a point of contact whether the Chief Warden is present or not.

The Deputy Chief Warden(s) are required to assist the Chief Warden with higher level responsibilities as required. In the event the Chief Warden is not present in an emergency, the Deputy Warden(s) will take their place.

10.3. Wardens

The evacuation wardens are responsible for clearing a specific area of a building and reporting to the Chief Warden if the area is cleared or emergency help required.

The ERP for each site will define the fire warden selection system.

11. TRIAL EVACUATION

Trial evacuations must be completed a minimum of every 6 months and the building owner is responsible for managing these.

FENZ will be notified of pending trial evacuations by Chief Warden prior to the trial evacuation commencement.

A trial evacuation report will be completed for each building following a trial evacuation. The Chief Warden will circulate the report and follow up on actions. The site manager will save a copy of the trial evacuation report to objective evacuations § 7(2)(a) - Privacy

At multitenant sites, a meeting with all agreed parties will be held post-evacuation to discuss learnings and determine any follow-up actions, with responsible persons identified.

The following will be considered:

- Effectiveness and actions of Evacuation Wardens.
- Information recorded on the Evacuation Debrief form
- Information reported by staff who participated in the evacuation

12. TRAINING

Emergency response plans are to be communicated, during the induction process to all workers and contractors working within any of Council's sites.

It is critical that all relevant internal and external stakeholders are aware of their collective and individual responsibilities, and that regular training is provided.

Training should include functional and trial evacuations to test the different scenarios outlined in the Emergency Response Plan, involving potentially affected stakeholders.

Employees who work in the following areas will require training to assist occupants to evacuate and this will be identified in the ERP

- Sites providing accommodation to public (i.e. Mt Holiday Park)

- Cultural institutions (i.e. Libraries)

13. IMPORTANT EXTERNAL CONTACTS

For life-threatening emergencies (Police, Fire Service or Ambulance), **CALL 111**

Other emergency contacts:

Poison Centre	0800 POISON (0800 764 766)
Hospital	(07) 579 8000 (Tauranga Hospital)
Power Outages	0800 27 27 27 (Powerco) or call 111
Water / Sewage	111 if an emergency
Civil Defence	https://www.bopcivildefence.govt.nz/
Worksafe	0800 030 0400800 030 040

LINKED DOCUMENTS

- Objective Folder - Trial Evacuations & ERPs § 7(2)(a) - Privacy
- HSW07-SD01 Risk Management Standard § 7(2)(a) - Privacy
- HSW07-GL01 Critical Risk Guideline § 7(2)(a) - Privacy
- HSW07-GL10 Hazardous Substances Controls § 7(2)(a) - Privacy
- HSW09-GL01 First Aid Guideline § 7(2)(a) - Privacy
- HSW09-GL02 Lockdown Guideline § 7(2)(a) - Privacy
- HSW09-PR01 Emergency Procedures (Flipchart) § 7(2)(a) - Privacy
- Insider - Business Continuity § 7(2)(a) - Privacy
- Legislation - Health & Safety at Work Act 2015 [[External Website, Link](#)]
- Legislation - Fire and Emergency Act 2017 [[External Website, Link](#)]
- Legislation - Building Act 2004 [[External Website, Link](#)]
- External – Hazardous Substances Toolbox [[External Website, Link](#)]